

SERVICE SUPPORT WORKER

DISTINGUISHING FEATURES

The fundamental reason the Service Support Worker exists is to perform manual tasks in the custodial care, cleaning, and minor maintenance of City facilities in the Community Services Department. This classification is not supervisory. Work is performed under close and general supervision by various management or supervisory positions.

ESSENTIAL FUNCTIONS

Sweeps, mops, shampoos, strips/waxes, buffs, and vacuums offices, stairs, open areas and lavatories; scrubs hallways and stairs; waxes and buffs floors; shampoos carpets.

Performs general dusting; cleans windows and blinds; spots soiled areas with appropriate chemicals.

Cleans and sanitizes lavatories and fixtures, and replenishes supplies; sanitizes drinking fountains, and cleans kitchen areas.

Dusts and polishes office furniture; empties waste receptacles and disposes of trash.

Moves office and building furniture and equipment; prepares rooms for special event or meeting setup; moves chairs, tables, and other room equipment.

Changes light bulbs; and performs minor maintenance repairs in facility; corrects cleaning equipment malfunctions.

Lifts silicon sand, vacuums, extracting equipment and heavy trash.

Takes pride in work performed with a sense of ownership.

Demonstrates willingness to assume responsibility and continuously look at ways to improve our services.

Keeps equipment and supplies in order and requests re-supply when needed.

Completes work related reports, time cards, and other short forms.

Applies cleaning agents and mixes chemicals.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Ability to:

Maintain regular consistent attendance and punctuality.

Comprehends and follows simple oral and written instructions.

Lift up to 50 pounds.

Coordinate visual and muscular dexterity in operating cleaning equipment and performing general custodial functions.

Work safely

Clean areas using brooms, mops or other similar tools for the maintenance of facilities.

Move objects weighing less than 50 pounds, long and short distances.

Walk long distances and remain in standing position for extended periods.
Climb multilevel stairwells.
Use common hand tools such as hammers, screw drivers or similar tools.
Climb ladders or steps to reach objects.
Travel across rough, uneven or rocky surfaces.
Sits, stands, lifts arms above shoulder level, and makes continuous arm-hand movements and operates heavy vacuum cleaner for extended time periods.
Act as a team player who works effectively with City staff and citizens.
Understand and follow specific oral instructions.
Understand how to apply cleaning agents and mix chemicals.
Commit to quality in everyday work and to continuous learning and improvement.
Assume ownership in completion of assigned tasks.
Operate a personal computer to complete timesheets and other computerized reports.
Work shifts and weekends.

Education & Experience

Must possess a willingness and ability to perform manual work requiring extensive physical exertion.

FLSA Status: Non-exempt

HR Ordinance Status: Classified d